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ABSTRACT

Designed for both experienced professionals and new librarians, this continuing education course syllabus presents a detailed outline of the functions, operations, and management of circulation departments in health sciences libraries. It is noted that emphasis is placed on providing a framework for decision making rather than on providing definitive answers to particular circulation problems. Topics covered include the role and responsibilities of the circulation unit and its staff members, circulation recordkeeping and statistics, the establishment and enforcement of library policy, the relation of the circulation unit to other library and institutional units, problem patrons and special services, the development and maintenance of the reserve collection and related copyright considerations, the development of a circulation procedures manual, manual versus automated circulation systems, security and exit control, photocopy operations and copyright considerations, stack maintenance, and other circulation department services. Five case studies are provided related to problem patrons, special loan considerations, photocopy operations, and automated circulation systems. Also provided are a suggested timetable for conducting the course in one day and a 69-item bibliography. (ESR)

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CE 57

MANAGEMENT OF CIRCULATION FUNCTIONS IN HEALTH SCIENCES LIBRARIES

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This syllabus is only one part of a complete instructional package. Other components of the package consist of a qualified instructor, an adequate instructional environment, supplementary classroom materials, and an evaluation of the instruction received. Continuing Education Units (CEUs) for this course may be granted only by the Medical Library Association.

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CE 57 MANAGEMENT OF CIRCULATION FUNCTIONS IN HEALTH SCIENCES LIBRARIES

COURSE DESCRIPTION:

This course is designed to provide both experienced professionals and new librarians with an in-depth look at Circulation Department functions, operations and management. Discussion topics will include: the role and responsibility of the unit; factors to consider in determining circulation policies and services; relation of circulation to other library and institutional units; staff/user interaction; defining and organizing records and statistics; determining requirements for circulation systems (whether automated or manual).

The emphasis of the course will be on providing the framework for decision-making rather than providing definitive answers to particular problems.

CE 57: Management of Circulation Functions in Health Sciences Libraries

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TIMETABLE

9:00 - 9:30	Introductions, discussion of objectives, pretest
9:30 - 10:30	Sections I - III
10:30 - 10:45	Coffee Break
10:45 - 12:00	Sections III (cont'd.) - V
12:00 - 1:00	Lunch
1:00 - 3:15	Sections VI - XII
3:15 - 3:30	Break
3:30 - 4:30	Case Studies
4:30 - 5:00	Evaluations and post test

OBJECTIVES

This course is designed to provide both experienced professionals and new librarians with an in-depth look at Circulation Department functions, operations and management. The emphasis of the course will be on providing the framework for decision making rather than providing definitive answers to particular problems.

At the conclusion of the course, participants will be able to:

- Define the role of the Circulation Department and list eight responsibilities of the unit.
- List six duties related to Circulation Desactivities.
- Define requirements for circulation systems and evaluate their library's current system (whether automated or manual) in relation to these requirements.
- Formulate an outline of a circulation policy for a health science library.
- Identify other library and institutional departments which interact with the circulation unit.
- Recognize the necessary circulation data to record and interpret the importance of these statistics in relation to overall library operations.
- Design a stack maintenance system.

I. DEFINING THE ROLE AND RESPONSIBILITY OF THE CIRCULATION UNIT AND STAFF MEMBERS

A. Role and Responsibility of Circulation Department

"Library circulation work may be defined as that activity of the library which through personal contact and a system of records supplies the reader with the books wanted." (Jennie M. Flexner in Brown: Circulation Work in College and University Libraries, page 33).

1. Definition of 'Circulation'

   a. Lending of library materials to library clientele

   b. Providing equal and efficient use of all library materials

   c. Locating materials that have been borrowed or are not in their proper location within the library through the use of a record keeping system

   c. Identifying the borrowers of the materials

2. Responsibility of Circulation Department in Various Libraries. Factors to consider in determing levels of service are:

   a. Types of libraries and the size:

      Hospital, industry-pharmaceutical, medical society, medical school or large health science complex

   b. Types of clientele and programs:

      Students (medical, graduate, nursing, undergraduate), researchers, medical staff, nurses, public-layman, interns and residents, allied health personnel, business and administrative management personnel

3. Duties of Department - Some or all of these activities take place in Circulation Department depending on size of library.

   a. Circulation Desk activities:

      i. Charging: lending material to patrons and making the necessary record of patron identification, location and due date.

      ii. Discharging: clearing the lending records when material is returned to library.

I.

iii. Sending Overdue Notices: obtaining materials kept beyond due date.

iv. Collecting Fines: collecting money for materials kept beyond due date, as an incentive for prompt return of borrowed items.

v. Registration: determining eligibility of the patrons through proper identification and establishing the necessary borrower records.

iv. Terminations: closing records when borrower is no longer entitled to library privileges.

vii. Holds: allowing a borrower to reserve materials that are currently charged to another user.

viii. Notifies: notifying patrons when requested material has become available.

ix. Recalls: requesting the return of material from the current borrower before due date or when overdue in response to a request.

x. Record Keeping: maintaining all accurate records to follow through on items i - ix.

b. Photocopying Services: maintaining a document reproduction service for public use.

i. Public machines:- machines easily accessible for self-service.

ii. Operator service - maintaining photocopy machines run by library staff to provide borrowers with requested copies.

This activity is discussed in more detail in Section X.

c. Stack Maintenance Responsibilities: includes all activity relating to establishing location of materials on shelves. Accuracy and timeliness are of vital importance. A misshelved or unshelved item is considered lost and unusable to the patron.

i. Shelving: returning items to their proper shelf location.

ii. Shelf reading: inspecting or 'reading' shelves to assure the correct order of materials.

I. iii. Shifting: moving materials to new location on shelves to alleviate overcrowding.

iv. Reading Room maintenance: clearing all study areas of materials in preparation for shelving.

v. Sorting: arranging materials in proper order and location prior to shelving.

d. Reserve Collection: maintaining materials set aside from the regular collection and designated for special purposes such as assigned student reading or heavy general use.

This will be discussed further in Section VI.

e. Evening Staffing: in larger libraries the Circulation Department may be responsible for assuring service after regular business hours. This mainly includes staffing of essential areas and services (Circulation Desk and Reading Room), and stack maintenance. In smaller libraries the circulation section may be responsible for establishing self-service procedures for staff such as special keys for library access and self-chargeout of materials.

f. Routing: dispersion or placing holds on periodicals and/or new books to assure availability of heavily requested or specifically desired materials.

g. Paging: maintaining 'call' system for staff who must be contacted for emergencies.

h. Collecting library activity statistics: this is covered in more detail in Section II.

i. ILL - it is sometimes the responsibility of the Circulation Department to handle interlibrary lending.

I.

B. Staffing

1. Creating image of the library. The Circulation Desk is usually the most visible and first approached area of any library. The appearance of the department, attitude of personnel and relations with users are important in creating a public relations image.

   a. Staff must be knowledgeable on all activities and library policies and be able to explain all, from library viewpoint.

   b. They must project a friendly and helpful attitude to encourage user involvement.

   c. They must use good judgment in handling problems.

      i. Know when to refer problems to a higher level of staffing.

      ii. Be capable of seeing problem from users point of view.

2. Management of staff within the Circulation Department includes supervision and training of staff, as well as scheduling for coverage at the circulation desk and other critical locations.

3. Staff training

   a. Staff should be fully versed in policies that effect Circulation Department operations. Knowing 'why' policies are established and enforced is critical in maintaining good user relations.

   b. Staff should be involved in surveying user needs.

   c. Staff should be appraised of statistical analysis and survey results so as to play an active role in user interactions.

C. Staff members: depending on the size of department and user needs, the circulation area may include all or some of these staff members.

1. Head of Circulation

   a. Circulation Librarian: professional librarian with MLS. Responsible for interactions with faculty and staff; policy making and interpretation, research related to circulation activities such as collection use analysis.

I.

b. Circulation Supervisor: responsible for daily supervision of department, minor policy decisions and interpretations, staff training. Should have supervisory or management experience especially if department is large.

2. Night Supervisor: responsible for running library and supervising staff on evenings and weekends. Must be capable of making emergency decisions and interpreting policy.

3. Stack Supervisor: responsible for all stack maintenance operations and supervision of shelving staff.

4. Circulation Desk Attendants/Clerical Assistants: responsible for operation of Circulation Desk (charging, discharging, etc.), and performing the necessary clerical tasks in order to maintain the department. Personable, bright individuals who can pleasantly handle the various kinds of individuals who use the library. Must know when to pass along decisions to supervisors. Should be able to pick up on unusual problems and deal with them accordingly if appropriate.

5. Pages/Shelvers: responsible for shelving all materials, shifting reading, etc. Good filing abilities and capability of understanding classification scheme. Should be able to aid patrons with directional and location questions.

6. Photocopy Operator: runs and maintains copying equipment. Must be very reliable especially if handling coin-operated machines. Must be accurate record keeper if much accounting is involved in the operation.

7. Casual Circulation Staff

a. Job Category

i. Desk attendants - same responsibilities as 4.

ii. Pages/Shelvers - same responsibilities as 5.

iii. Combination of responsibilities of i and ii.

b. Type of individuals

i. Student- usually gets lower hourly wages than full time employees. Library must be prepared to work schedules around vacation and exam periods. May be heavy staff turnover.

I.

ii. Regular part-time employees - may be more reliable than students but would receive the same hourly pay and benefits as full-time employees.

II. DETERMINING RECORDS AND STATISTICS

A. Justification for Keeping Statistics

1. To prove levels of service: increased statistics indicate increased activities which indicates need for increased funding. Statistics should be reported to one or all of the following groups:

   a. Library administration: as a guide for future library planning.

   b. Library committee: to change major library policies.

   c. Institutional administration.

   d. Library clientele.

2. Increased statistics can be useful in:

   a. Obtaining increased money for books; heavy use of certain subject areas should be reported to acquisitions.

   b. Acquiring additional staff: increased use of library places strain on staff. Additional staff would be needed to maintain high quality of service.

   c. Considered change of hours: attendance figures will show when library is not heavily used. A change of hours would better utilize staff and be more useful to patrons.

   d. Considered change of services: little or never used activities should be discontinued or publicized to increase use.

II.

B. What Statistics to Keep

1. Attendance: a count of the number of library users.

   a. Electronic meter at door: will automatically count all who enter or leave. This is the most accurate method.

   b. Hourly head count: approximation of total usage.

   c. Periodic survey of user types: question patrons on a regular basis to determine what types of patrons are using library.

2. Circulation: record of all items charged out of library.

   a. Daily tallies by category: number of books, journals, reserve, audiovisuals.

   b. Daily tally by user type: student, faculty, staff, etc. useful in determining level and scope of service to various groups.

      For example:

      i. Increase or decrease of hours during exams or vacations would be determined by student use.

      ii. Special services may have to be provided to house staff who use library in late evenings.

   c. Tally by subject area: for use in future book acquisitions, or cuts in journal subscriptions.

   d. Truck and table count: aids in determination of in-house use.

3. Overdues: record of number of overdues sent to patrons. Can be used for several reasons:

   a. To determine amount of work created by too short or too long a circulation period. High percentage of overdues as compared to circulation indicates possible need to increase loan period.

   b. Consider possible amnesty period to reduce workload. The longer period of time between due date and first overdue notice, the less notices sent.

II.

c. The abusers who constantly have excessive materials overdue or fines accrued would have to be dealt with individually.

4. Photocopy statistics: detailed later in Section V.

5. Reserve collection statistics: detailed later in Section VI.

6. Registrations and Terminations: record of new library users and those no longer affiliated with institution or entitled to borrowing privileges. Allows for accurate count of valid borrowers.

II.

C. How to Keep Statistics: examples of format

1. Circulation

a. End of day tally based on number of items charged: count of day's circulation cards as they are filed.

b. End of day tally based on discharges: count as items are being prepared for reshelving.

c. Immediate tally as circulated: tally as soon as patron leaves desk.

2. Attendance (See examples of forms in handouts).

II.

D. Records to be Kept at Circulation Desk

1. Records of Users

a. Borrower identification: name, home address, institutional address and phone number, status within institution, borrowing status within library (expiration date, suspended, terminated, etc.).

b. Need for constant updating: accuracy for mailing purposes, loss of privileges, etc.

c. Specific file of terminations and suspensions: so that unauthorized people cannot borrow material.

2. Circulation File

a. Maintain files by one or some of the following:

i. Author/title: gives library ability to locate all items at all times.

ii. Call numbers: same reasons as above.

iii. Due date: facilitates in sending overdue notices or recalling material.

iv. Holds and notifies.

b. Keep records of all patron communications with each transaction.

i. Dates overdues are sent.

ii. Any phone calls made or received.

iii. Renewals.

iv. Fines due or paid.

3. Fines due and fines paid (either to library or other outside department or agency):

a. For accounting of monies.

b. For references when patron "remembers paying."

c. For closing patron records when they leave institution.

II.

E. The Importance of Accuracy and Maintaining Backfiles of Records

1. Establishes credibility of libraries with users. Accurate records can show number of contacts with patrons, whether or not fines were paid and when, etc.

2. Too many errors in records:

   a. Means system is breaking down.

   b. Time for new system: either update of manual or consider automation (See Section VIII).

   c. Time to 'spruce up' current system: retrain staff, change filing methods, more periodic checks, etc.

III. ESTABLISHING AND ENFORCING LIBRARY POLICY

A. Who Determines Policy

1. Institutional policy: administration.

   a. Makes determination of who is entitled to use library services.

   b. Library privileges are usually determined by type or location of institution.

      i. Teaching programs, school or affiliation: special institutional programs, students, instructors, etc.

      ii. Research organization or industry: no public use.

      iii. Public or state school or institution: open to anyone (laymen, patients, etc.).

      iv. Fee for service access.

      v. If library is in isolated area: more and different user groups may be entitled to access.

2. Library administration

   a. In conjunction with library committee:

      i. Interprets needs of users.

      ii. Serves public relation function. Use committee as a sounding board for new ideas.

      iii. Makes major policy decisions that affect the user population such as length of loans, permanent extension or curtailment of hours, suspension of privileges, etc.

   b. Administration alone:

      i. Make decisions that affect day to day operation of library.

      ii. Decides what services to offer and for what fees, etc.

3. Circulation Department: because of interaction with many patrons and involvement in major policy interpretation, passes along much decision making. Would be involved in establishing policies that affect only the operations of Circulation Department.

III.

B. Policy Statements

1. User Policy Manual or Chart: a definite statement of user privileges.

   a. Defines user groups and privileges.

      i. Circulation

      ii. Reference

      iii. ILL

   b. Provides guidelines for use of different materials.

   c. Defines circulation policies.

2. Staff should be trained and fully versed in enforcing policy.

3. Include statement as part of circulation procedure manual for easy access and referral. Post at Circulation Desk for immediate reference.

4. Be flexible and update policy statement regularly as it is revised or additions are made.

5. Publicize to users.

III.

C. Borrowing Regulations Policy

1. Who may use library: determined by institutional and library policy.

2. When establishing guidelines for temporary, permanent or no borrowing privileges consider:

   a. Category of user: e.g. full-time employee, visiting student, outside researcher, patient.

   b. Needs: e.g. temporary one time use on special arrangement or constant use.

3. What type of I.D. is required? - hospital I.D. card, letter of introduction from staff members or fellow librarians, drivers license, etc.

4. What types of services are offered?

   a. See Section on user policy (Section III, C 2).

   b. Types of loan: short term/long term, renewals (by phone or in person), different loan periods for different user categories, etc.

5. Notes of special consideration: include information such as free or charge photocopying, instructors or contact persons for various groups, etc.

III.

D. Loan Periods: factors to consider when establishing policy are:

1. Type of material; long term loan vs. short term loan vs. no circulation.

a. Long term is usually one week to four weeks; there is more material to read and it is in less demand.

i. Books

ii. Serial publications (Advances in..., Clinics of...).

iii. Older journals; set up time for cut off date (last 5 years, 7 years, etc.).

b. Short term is usually 1 hour, 2 hours or overnight: heavy demand items. Shorter materials can be photocopied.

i. Current journals - consider no circulation if free photocopying on premises.

ii. Reserve materials.

iii. Audiovisual programs and equipment.

c. No circulation: for very heavily used or hard to control items.

i. Daily journals - 1 day in special location for all users to browse.

ii. New books - 1 week to 4 weeks in special location for all users to browse. Include sign-up shelf for circulation.

iii. Reference materials.

iv. Pamphlet or vertical file materials.

d. ILL circulation: loan periods may be longer than usual because of mailing time. However, should outside institutions get more privileges than primary users?

2. Type of institution is important in determination of loan periods. Users have varied needs.

a. Industry library.

i. Is more money available? Therefore can multiple copies be purchased and loan periods extended?

III.

ii. Are needs usually long term for research purposes?

iii. Can material be easily recalled if needed? Is librarian more familiar with users and their needs? If there is closer daily contact with patrons, can you be more liberal with loan periods, fines, etc?

b. Medical school or large health sciences complex.

i. Many different types of users. Difficult to vary privileges or loan periods for different groups.

ii. Much larger clientele. Very hard to keep track of and to know all users personally. Must keep stricter regulations to maintain control.

iii. Do outsiders have privileges?

iv. Is this regional library? If yes, special considerations for ILL circulation have to be established.

c. Small hospital library: librarian usually knows patrons and there can be less restricted privileges, make special exceptions or be more lenient in fines and overdues. Again, recall is easier.

d. Medical society

i. Members of society have all privileges.

ii. All others (public) usually have in house use.

iii. Is this the regional library? If yes, special considerations for ILL circulation have to be established.

3. Location of library

a. If library is the only medical library in area:

i. Consider setting up special privileges for area residents.

ii. Patrons travel long distances for use, therefore, longer loans may be necessary.

iii. Phone renewals or mail returns should be accepted because of long distances or lengthy travelling time to get to library.

III.

b. Satellite library - far from main branch. Allow time for processing or paging between satellite and main branch.

c. Storage location off premises. Also allow added time for paging from storage area.

4. Type of clientele

a. Researchers: long term use, quick references on methods, formulas, etc.

b. Students: all must have access to same information.

c. Public: in house use for reference work.

5. Exceptions to rules

a. What are exceptions?

i. Granting borrowing privileges to unauthorized users.

ii. Granting or extending loan periods on special materials.

b. Indicate in policy manuals who can make exceptions: Reference Librarian or Circulation Librarian; Associate Director or Director, etc.

c. Determine levels of authority: who can make what exceptions.

III.

E. Overdue Policies

1. Are renewals allowed?

a. How many? Limited or indefinite number of renewals until called by another user? Consider in house use and loss to browsing patrons when material not on shelf.

b. Establish recall procedure for requested material.

i. Will you call back if book has been renewed but not yet due?

ii. Or wait until renewal due date is up?

iii. Do you charge larger fines for materials that have been recalled and not returned?

c. Will you accept phone, mail or in person renewals?

2. Overdue notices are sent to obtain material kept beyond the loan period. May be in the form of mailed notices, telephone calls, legal action for long overdue items, etc.

a. When to send overdue notices

i. Immediately after due date.

ii. Several days or 1 week after due date. Allowing for amnesty period cuts down staff work; heavy items are returned within first several days overdue.

b. How many notices should be sent before taking further action?

i. Is one enough?

ii. Or several with progressively more severe terminology on each statement?

c. What is the obligation of the library to send overdues?

i. Are notices strictly reminders? If you do not send notices, is patron still liable?

ii. Remember that the patron has the responsibility to check due date.

iii. If patron does not receive notice (error in mail) - it is his responsibility to notify of address changes, etc.

iv. Keep track of <u>all</u> correspondence.

III.

d. Types of forms

i. Multipart - type once, send each section periodically and keep one copy.

ii. Postcard - no privacy; must retype information for each step of overdue process.

iii. Personalized letter.

iv. Second part of charge card (carbon form) can be used as overdue.

v. Photocopy of charge card.

e. ILL overdues

i. Allow amnesty periods to account for additional mailing time.

ii. Charge same rates as regular users.

3. Fines are charges to patrons as an incentive for prompt return of library materials. Not to be considered a source of library income.

a. To charge or not to charge?

i. Do you antagonize users by charging?

ii. Do fines encourage prompt return of materials?

b. How much should be charged?

i. High charges can discourage use or can be an incentive to return on time.

ii. Low charges (e.g. 5¢/day), may not be worth the cost and effort to collect, may not discourage abusers but is not a deterrent to library use.

c. Exemptions

i. Should faculty get special privileges? Does this set a bad example for students?

ii. Special privileges for high ranking institutional personnel sets bad example for rest of staff, but can create good relations with administration?

III.

4. Billing for charges of lost or damaged items.

a. How to obtain list prices.

i. Books in print - most current.

ii. Accession records - may be old price, cost of replacement may be higher than original purchase.

iii. CBI, publishers catalogs, etc.

iv. Obtain help from Acquisitions Department.

b. Processing fee. Should you impose an additional charge for cost of work to replace or repair material?

i. Step by step cost analysis to determine set fee. Fee can be percentage of items' cost or flat fee. (Remember - journal binding fee should be additional).

ii. Remember to figure time in other departments besides Circulation (Acquisitions, Cataloging, binding, mailing, etc.)

c. If bill is not paid.

i. Do you suspend library privileges?

ii. Should you notify other departments in the institution (bursar, registrar, payroll, personnel, department head or supervisor of abuser, etc.).

d. Should you go to a collection agency?

III.

F. Review Policy Every Few Years to Keep Up With User Demands

1. Methods of reviewing

a. User surveys, questionnaires.

b. Interviews with representative members of library community.

i. Library committee.

ii. Department heads.

iii. Administrators.

c. Informal conversations with users and staff.

d. Suggestion box.

e. Analysis of monthly statistics.

2. Bring major problems to library committee for suggestions.

IV. THE RELATIONSHIP OF CIRCULATION TO OTHER LIBRARY AND INSTITUTIONAL UNITS

A. Coordination with Technical Services

1. Acquisitions.

   a. May need special purchases for reserve collection such as rush orders, extra copies, replacement copies.

   b. Prices for lost books.

   c. Acquisition makes decision to reorder or not with input from circulation records.

2. Cataloging.

   a. Who should maintain lost book files, Cataloging or Circulation?

   b. Overlays and notations in catalog for reserve items (often done by Circulation Department).

      i. Permanent reserve.

      ii. Course reserve.

      iii. Special "Reserve" drawer or file at Circulation Desk and/or in card catalog.

   c. Rush processing for reserve items, holds or notifies.

   d. Repairs and rebinds.

      i. Usually spotted during routine stack maintenance by Circulation Department.

      ii. Cataloging maintains shelf list for records of multiple copies, older or newer editions, etc. Should they make decisions to repair, discard or rebind item?

   e. Inventory. Cataloging maintains records; but circulation may do inventory as routine stack work.

3. Serials.

   i. Lost journals.

   ii. Bindery lists must be kept with circulation records to locate items not in library.

   iii. Should serials or circulation shelve materials returned from bindery?

IV.

B. Coordination with Other Public Services

1. Reference: determine what reference information could be dispensed at Circulation Desk.

   a. When reference staff is on duty should questions go to reference desk?

   b. When librarian is not on duty can easy questions be handled at circulation? Will staff then answer these types of questions all the time?

   c. Levels of service and types of questions.

      i. Directional.

      ii. Card catalog interpretation.

      iii. Serial and journal information; interpretation of holdings, maintaining lists of items at bindery.

      iv. Accepting forms and payment for computer searching.

2. ILL: accepting and dispensing ILL requests.

   a. Should circulation staff be responsible for checking completed information on ILL forms?

   b. Training on special procedures for charging out ILL.

   c. Renewing ILL's at Circulation Desk or ILL office.

   d. Accepting cash for ILL's if necessary.

3. Audiovisuals: establish circulation policies for AV equipment and software that will be coordinated with overall circulation policies.

IV.

C. Coordination with Personnel

1. Cooperation with Personnel when terminating employees and clearing records.

   a. When employee is leaving institution, Personnel should check if he has library card and any outstanding books and/or fines.

   b. Either Personnel can collect cards and fines and send to library; or send employee to library to clear records before final paycheck. Establish a sign out sheet when clearance has been completed,

2. Address and status updates should be regularly sent to library.

3. Personnel should be helpful in following through on actions on suspended or problem patrons.

4. If Personnel does institutional hiring or initial screening, they should be aware of particular staffing needs of Circulation Department (public contact, outgoing personalities, etc.).

IV.

D. Coordination with Educational Office, Student Affairs and House Staff Office

1. Problem students or house staff.

   a. Locating patrons

   b. Notifying proper advisors.

   c. Holding back transcripts, diplomas or letters of recommendation.

2. Termination at end of semester or rotation.

   a. Assuring proper check cut procedures for collecting library cards and outstanding books and fines.

   b. Set up standard forms and procedures for signing out.

3. Special services for visiting students or short term rotational house staff.

   a. Letters of introduction or lists of visiting students should be automatically sent to library for quick processing of library cards.

   b. Procedure should be established for locating students who have left with books and/or outstanding fines.

4. Coordination with faculty or Educational Office for:

   a. Processing of reserve materials. Reading lists should automatically be sent to library before beginning of courses.

   b. Library should be notifed of exam and vacation schedules to increase or decrease staffing as necessary.

IV.

E. Coordination with Heads of Departments or Chiefs of Service

1. Helpful in locating or contacting problem professional patrons (M.D.'s, research staff), and secretarial or laboratory staff.

2. Library can give special services for different user groups. (Reserve reading materials for special seminars, grand rounds, etc.)

V. DEALING WITH VARIOUS USER GROUPS - PROBLEMS AND SPECIAL SERVICES

A. Training Staff to Handle Complaints

1. Instruct staff in proper attitude to maintain good public relations with user groups.

2. Guidelines on who can make what types of decisions and at what levels should be established.

   a. Cancelling fines.

   b. Borrowing special materials.

   c. Circulating materials to ineligible users.

3. The staff should be fully versed in all circulation policies, know what their limits are in discussions with patrons, and know when to pass problems to higher level of administration.

4. Staff should not have to take abusive behavior from patrons. Librarian or Circulation Supervisor should intercede when necessary.

V.

B. Problem Patrons

1. The chronic complainer:

a. Do mistakes always happen to the same user?

b. Is the library always at fault? Should the library always give in to patron and absorb losses?

c. Should patron be reinstructed on library use to avoid further problems?

d. Do you keep records or mental notes of these patrons?

2. Excuses and stories: what to believe or not to believe.

a. When to accept excuses as valid reason for non-compliance with regulations. Examples are:

-my dog ate the book

-I was mugged on the subway

-I was ill and could not get to a phone to renew my book

-it was my day off, etc.

b. Accepting excuses for one patron establishes precedent for all others. Handle these problems in private office if possible to avoid embarrassment to patron and to avoid having to do the same for others if this was a one time incident.

3. Irate patrons.

a. Keep accurate records. Proof of all correspondence is very useful in justifying library actions, especially to irate patrons.

b. Do not create a scene at the Circulation Desk. It does not set good image to other users. Move into office if possible.

c. Stand firm on library policy as much as possible.

4. Problem groups (personal theories).

a. House staff.

b. Faculty who have been given special privileges.

V.

c. Foreigners who are not familiar with American customs.

5. Other libraries.

a. Do you want to set up special services for libraries who borrow on ILL and are constantly returning materials late or damaged, etc?

b. Can you justifiably discontinue services to these libraries?

V.

C. Special Arrangements for Patrons

1. Arrangements are sometimes determined by director as special favors to patron, in return for favors given to library (gifts, donations, volunteer work, etc.).

2. Maintain contacts with other Health Sciences Libraries in the area to obtain special passes to their libraries, and reciprocate service.

VI. THE RESERVE COLLECTION: DEVELOPMENT, MAINTENANCE AND COPYRIGHT CONSIDERATIONS

A. Permanent Reserve

1. How to determine what to keep in permanent reserve collection.

   a. Use of core lists of top books in each area.

   b. Heavy use items: standard or classic works.

      i. Circulation statistics.

      ii. Requests by patrons.

      iii. Holds constantly placed on item.

   c. Standard reference materials that must circulate (long articles, free photocopying services outside of library), examples: Handbook of Physiology, Methods in Enzymology.

   d. Security of high price, easy 'steal', or heavily illustrated items. Example: Directory of Internships and Residences, Medical Examination Review Books.

2. Know when to add or delete titles.

   a. New editions -add

   b. No longer standard or classic work - delete

   c. Cost no longer considered expensive - delete

   d. Many copies constantly lost and replaced - consider placing on reserve

   e. New definitive text in subject area - add

VI.

B. Temporary or Course Reserve

1. Maintain close contact with teaching faculty to determine student needs.

   a. Send out yearly reminders - 6 weeks before start of course. Ask for reading lists (include number of students in class, inclusive dates, etc.).

   b. Recommend new works or heavily used items.

2. Keep books on reserve only for length of course. Unnecessary reserve status prohibits use by other readers.

3. Ask instructor whether materials are required or only recommended reading.

   a. Recommended texts are not always used.

      i. Will the students be asked to purchase these.

      ii. Will the bookstore have books on hand.

   b. If the list of recommended reading is lengthy, the books may be able to be left in regular collection for easy access.

   c. More copies of required texts are needed. There will be heavier use of these than of recommended texts.

4. Journal readings.

   a. Do your journals circulate?

      i. If not, it may not be necessary to place on reserve because material will always be available in library.

      ii. How many copies are needed? Remember copyright regulations (see following sections).

   b. Maintain extra copies or originals. Photocopies disappear or get damaged very easily.

5. Keep statistics on use of reserve materials.

   a. Report use to faculty at close of each semester or before following year's course.

VI.

b. Encourage faculty to cut back lists or change reading based on use or non-use. Unread reserve materials are of no use to students and general library population who could have access to materials in regular stacks.

c. Add extra copies of heavily used materials.

VI.

C. Maintenance of Reserve Collection

1. Loan periods.

a. Establish short term loans because of heavy use.

i. 1 or 2 hours.

ii. overnight.

iii. possibly one day on second copy.

b. Establish heavy fine schedules for late returns: 50¢/hour, $4 or $5 maximum per day.

c. Maintain waiting lists.

2. Open vs closed reserve.

a. Depends mainly on size of collection.

i. Larger collections need more space.

ii. Can set up 'reserve reading room' where patrons have open access to shelves but cannot leave area.

iii. Must have special circulation desk and staff.

b. Smaller collections can be maintained behind circulation desk.

3. References in catalog or on shelves to reserve status of materials.

a. How to indicate that material is on reserve:

i. Overlays or markers in catalog.

ii. Shelf dummies.

iii. Charge card in circulation file.

iv. Temporary card file at desk or in catalog.

v. Colored stickers on books, on regular shelves.

vi. Special charge cards or stamps on book pockets.

VI.

b. When placing markers or overlays in catalog consider:

i. On all entries; author/title/subject for permanent reserve items.

ii. On main entry only for short term reserve items to cut down work.

4. Shelving of reserve book materials.

a. By call number; gives subject arrangement.

b. By course; useful in small collections. Must have shelf dummies for referrals of books on reserve for more than one course.

c. By author/title (main entry): patrons request material this way, 'may I have a Harrison's'. Staff will become familiar with titles and know locations for heavily used items, regardless of which shelving method is used.

5. Shelving of photocopies.

a. Keep on file alphabetically by author of article.

b. File by course number or instructors'name.

c. Bind together all items for a particular course and treat as book material.

d. Consider the possibility of keeping bound volume of journal on shelf or specially marked in regular collection to avoid photocopy expenses or copyright violation.

6. Files to maintain.

a. Keep lists of reserve materials by instructors' name.

i. Available at circulation desk for reference.

ii. Keep back years: for referral when preparing new lists.

b. Catalog drawer by author/title (especially if books are shelved by call number or course).

i. Keep at circulation desk for patron reference.

ii. Indicate on card the course title; people often ask 'why is this book on reserve?'

VI.

c. Master file of past years' lists; by subject.

d. Statistics; for faculty reference when preparing future lists.

7. Binding of reserve materials.

a. Send out material during summer or slow seasons (Christmas holidays, school breaks).

b. If possible keep one copy available: send only one copy at a time, even if both are damaged.

c. If library has only one copy and it has been used heavily enough to require binding, consider purchasing second copy.

VI.

D. Copyright Considerations for Reserve Materials

1. Establish policy.

   a. Use 'Guidelines for Classroom Use'.

   b. Consult legal department of institution for help in interpretations of law and discussion of library's liability.

   c. Have policy available for patron referral if questioned.

2. Publicize to faculty.

   a. Make them aware of their responsibilities (if necessary) and of new limitations of reserve collection.

   b. Ask for help in complying; cut down number of photocopied articles if they are not used (use your statistics to show this).

3. How to satisfy regulation within your library.

   a. Cut down number of copies of photocopied journal articles, only one copy permitted according to guidelines.

   b. Apply for permission from publisher to make more than one copy.

      i. Should library do this?

      ii. Is this faculty's responsibility?

   c. Put entire journal issue on reserve.

      i. No problem with copyright.

      ii. Limits access to other patrons.

   d. Purchase reprints.

   e. What if faculty does copying and brings in multiple copies to place on reserve? What is library's responsibility?

4. Keep records of sources and permission; avoid library liability for faculty actions.

VII. THE PROCEDURE MANUAL

A. What to Include

1. Definition of role of department.
2. Description of various staff positions and responsibilities.
3. All policy statements; user policy, loan policy, copyright policy, fines policy, etc.
4. All assignments of circulation staff members.
5. Step by step description of all routines and tasks.
6. Copies of all forms used.
7. Supply companies (names and phone numbers), repairmen for equipment, etc.

B. How to Prepare

1. Determine basic format.
   a. Outline.
   b. Flow chart.
   c. Narrative.
   d. List.
2. Head of circulation should coordinate, delegate responsibilities and standardize format.
3. Each staff member can write basic descriptions of tasks that they are responsible for.

VII.

C. Who Should Have Access

1. Use to train all incoming staff and retrain older staff members who have forgotten routines.

2. Keep copy available at circulation desk at all times for reference as needed.

3. Keep copy on file in circulation office and/or library office as permanent record.

4. Keep individual sections in various offices e.g. photocopy procedures with operator; reserve procedures with responsible clerical assistant, etc.

D. Update as Procedures are Developed or Changed

1. Looseleaf format allows for easy additions/deletions.

2. Send memorandums on new procedures to staff and add pages to notebook at same time.

VIII. MANUAL VS AUTOMATED CIRCULATION SYSTEMS

A. What Should a Circulation System Do?

1. Charge and discharge materials.
2. Enable library to know users identity when borrowing.
3. Indicate chargeout date and/or due date.
4. Indicate what books are charged out and to whom.
5. Keep records of overdue materials, overdue notices, related correspondence.
6. Allow for daily (or periodic) update of the master file of outstanding transactions.
7. Search records for missing books and notify users on availability or status of missing or requested items.
8. Allow for placing 'holds' on charged out materials.
9. Keep statistics on type of material borrowed and status of borrower.
10. Allow for recall of material before due date.

VIII.

B. Is Your Current Circulation System Adequate or Is It Time For a Change?

1. Are there many breakdowns in system?

a. Equipment problems from over use.

b. Communication problems among staff.

2. Are too many errors occurring?

a. If due to poor staff training, this can be changed.

b. If due to increased circulation activity, which creates pressure on system, consider alternatives.

i. Totally new system.

ii. Alterations to old one.

VIII.

C. Is Automation Necessary in Your Library?

1. Study all available manuals on automated systems.

2. Determine what features are necessary for your library.

3. Determine the number of circulations per year.

   a. Compare against recommended circulation figures for various automated and manual systems.

   b. Do the figures indicate that automation would be beneficial for service and cost effective?

4. Will an automated system provide services that your current system or new manual system cannot provide, but are essential to your operation.

5. Is your institution or library planning a major increase in services that will increase circulation activities. For example:

   a. New teaching programs that would bring additional users.

   b. Change in circulation policies for journals, books, etc.

VIII.

D. Is Help Available for Automation Project?

1. From institution.

a. How much money can be devoted to project?

b. Institutional personnel.

i. Is there a computer department or systems analyst who can work with you?

ii. Is there money to hire an outside counseling firm?

c. Do the institutional computers have room for library programs?

i. What are capabilities of equipment?

ii. What priorities will be given to the library?

2. Grants for development.

a. Is your idea unique? And does it merit grant money?

b. Automation is not a new trend; money may not be readily available.

3. Cooperative networks.

a. Large academic institutions may have a circulation system in main library. Can branch libraries tap into system?

b. Are there several libraries in your area that would join cooperative circulation network?

c. Are you part of a branch library system similar to public libraries?

VIII.

E. How to Justify to Administrator

1. Prepare initial detailed proposal and include:

a. Description of current system and its pitfalls; why it is breaking down.

b. List of options needed within any circulation system (manual or automated). Break down into:

i. Must haves (essentials)

ii. Nice to haves and would be beneficial.

iii. Would like to have but could live without.

c. Compare current system against prepared list.

d. List and description of available packaged systems and compare each against list of options.

e. Your recommendations about type of system needed.

f. Bibliography of essential readings.

2. Do not include.

a. Detailed cost analysis, unless you are knowledgeable enough in systems analysis to evaluate costs of manual operation vs various automated systems.

b. Suggestions for staff allocations and cuts. This should be done by analyst.

c. Time tables, (this will all depend on chosen system).

VIII.

F. Coordination of Circulation Automation with Other Library Departments

1. Cataloging.

   a. Processing all old materials and preparing new materials as they are cataloged.

   b. Inventory control; total system could be same as shelf list.

2. Serials.

   a. If serials already automated (i.e. Philsom), systems would have to be coordinated.

   b. Lists of items at bindery.

3. Acquisitions.

   a. Putting books on-line as they are ordered.

   b. Using subject use analysis to provide acquisitions information.

VIII.

G. Available Systems

1. For manual systems see the Fry Report (listed in bibliography).

2. Automated.

a. **Packaged systems:** see handouts for lists of vendors' names and addresses.

b. Lister Hill project.

c. University of Chicago.

IX. SECURITY AND EXIT CONTROL

A. What Type of Security Control is Necessary in Your Library

1. Factors to consider before deciding on system.

   a. Closed vs open stacks.

      i. Closed stacks need less security. You have record of all items not on shelf, and who last user was.

      ii. Open stack - there is no control over who uses and has access to material.

   b. 24 hour access to library.

      i. Is there a guard or staff member on at all times?

      ii. Pass key? Who has control over dispersion of keys?

   c. Size and value of collection; is it worth an expensive security system to guard small collection?

   d. Dollar amount of losses and mutilation regardless of library size, may justify cost of security.

   e. Location of circulation desk and exits.

      i. Is desk immediately adjacent to exit? If yes, then circulation staff can be responsible for security.

      ii. If no, then additional controls must be provided at door.

      iii. If more than one exit, can you close all except main door?

2. Options for security systems.

   a. Alarms on exit doors.

   b. TV monitors.

      i. At exit to control access.

      ii. Throughout library to watch for mutilation.

   c. Post guard or staff member at exit to check all briefcases, bags, etc. They can also check all entering library to assure that they are entitled to use library.

IX.

d. Electronic networks; various systems available (see chart).

i. Detection system at library exit (gate locks, alarm rings, etc.).

ii. Library materials marked with magnetic tape.

iii. If not properly charged out, material sets off system.

IX.

B. Money and Time to Install System

1. Are you planning new library building?

a. If yes, include security in your overall plans.

b. Consider having system operational when move is complete.

i. Start to prepare all books in library before move.

ii. Prepare books as they are charged out.

2. Coordinate activities with other library departments such as cataloging and serials to process materials as they are received.

X. PHOTOCOPY OPERATIONS AND COPYRIGHT CONSIDERATIONS

A. Various Types of Operations

1. Self-service - auditron. Individuals or departments have auditrons which activate machine and are charged monthly by auditron meter reading.

2. Self-service - coin operated.

3. Staff operated.

   a. Cash orders. Do you charge additional for cost of service rather than per copy charge.

   b. Charge back to various institutional fund accounts.

   c. Free to some or all users, depending on status.

   d. Consider conditions of materials. Do you want patrons roughly handling books as they photocopy?

   e. Do you have non-circulating materials? This may warrant free service.

X.

B. Factors to Consider in Determining Services

1. Does all library material circulate?

a. If not, photocopy services would have to be augmented.

b. Journals might only go out for 2 hours for copying purposes. Many offices have their own photocopying equipment.

2. Location of library within institution.

a. If library is far from other offices, increase copy service so patrons do not have to make long trips.

b. Is library close to another department that gives unlimited copying?

3. Availability of free or inexpensive copying in other departments?

a. If all departments have own machines and books circulate, do you need photocopying service?

b. Is cost of circulating material for photocopying less than cost of running service?

4. Consider the cost to library of a full-time operator.

5. Library users.

a. Do all users have borrowing privileges? If not, they will want to copy materials.

b. Do users have time to run back to own departments for copying?

i. Convenience is a big factor.

ii. After copying is done, will books be returned on time? Or will they be forgotten.

6. Types of machines.

a. Consider various types of equipment, wet or dry copies, photostats, curved or flat glass, options for various size paper, etc.

b. Consider various companies and leasing or buying arrangements.

X.

7. Ease of machine maintenance.

   a. Can library staff do minor servicing or must company representative always do all repairs?

   b. What is turn around time for servicing? Will machine be out of order for long periods of time?

X.

C. Copyright Considerations

1. For details see The Copyright Law and the Health Sciences Librarian. MLA, Chicago 1978. (Handout) page 9 (Discussion based on handout)

2. Examples of posted statements (see handouts).

3. Is the library or institutional administration responsible for posting signs on non-library photocopy machines which may be used to copy library materials.

X.

D. Payment Arrangements

1. Investigate various companies.

   a. Types of equipment offered.

   b. Service contracts.

   c. Purchase/lease arrangements.

   d. Daily maintenance - does company take responsibility for daily operation, cash intake, etc. of coin-operated equipment.

2. Should you charge patrons for service?

   a. Coin-operated; 5¢, 10¢ or more. Do you want to make money, just break even, or take a loss and assume the loss as operating expenses?

   b. Operator service.

      i. Charge same as coin-op?

      ii. Are quality of machines different?

      iii. Must you recoup operators' salary by charging higher copy charge?

XI. STACK MAINTENANCE

Definition: the process of keeping the collection orderly so as to increase use by increasing the locatability of library materials.

A. Open vs Closed Stacks

1. Open stacks are:
   a. Readily accessible to patrons.
   b. Browsable.
   c. More difficult to keep orderly.
   d. Harder to locate materials when they are not on shelf.
2. Closed stacks (non or limited patron access).
   a. Easy maintenance.
   b. Always know location of all items.
   c. Not browsable.
3. Stack policy should be determined as general library policy by library administration.

XI.

B. Shelving and Cleaning

1. Role of stack supervisor.

   a. Should assess library condition several times daily and establish shelving priorities. Certain areas of collection should be more readily accessible (e.g. current journals).

   b. Assign daily shelving activities based on use patterns, traffic flow, etc.

2. Number of shelving staff needed.

   a. Determine by amount of daily use.

   b. Do you want to have continuous shelving or do all work at night?

   c. Do you do frequent shelf reading? Is this a high priority?

   d. Do staff members have other responsibilities besides shelving?

3. Daily activities.

   a. Regular clean ups and sorting.

   b. Regularly assigned shelf reading sections or is this assigned based on need?

   c. Does staff have sections for which they are always responsible for shelving or do you rotate?

      i. Rotation eliminates boredom.

      ii. Regular sections; staff has familiarity and can shelve faster.
      Staff has 'pride' in condition of their own areas of responsibility.

XI.

C. Training Staff

1. What?

a. Floor plan of library.

b. Priorities of shelving.

c. Alphabetical arrangement of journal titles.

d. Call numbers.

e. Special markings - e.g. reserve, reference, rare book room, etc.

2. How?

a. Personally, as each staff is brought on.

b. Procedure manual.

c. Slide/tape presentation.

d. Combination of above.

XI.

D. Report of Work Done: Shelving Statistics

1. Use as aid in determining amount of in-house library use.

2. Do you want reports after work is completed of how much was done or should assignment sheets of how much there is to do be given at start of day?

3. Do you encourage patrons to leave materials on book trucks and tables or to shelve materials themselves?

   a. Patron shelving leads to bad conditions: they tend to shelve by color, empty spaces, etc., and disregard call numbers.

   b. No record of how much material was used.

4. Staff productivity.

   a. Set time standards for shelving various types of library material.

   b. Keep track of assigned sections in good condition, praise as needed, to encourage staff responsibility.

5. Examples of forms used for stack reports (see handouts).

XI.

F. Storage of Older or Low Use Materials

1. Determine cut off dates for material kept in inaccessible location.

   a. Determine by use statistics.

   b. Consider conditions of materials.

   c. Does the material circulate or is it for in-house use only?

2. Location.

   a. Must be indicated in catalog, with shelf dummies, in periodicals record, etc., so that patrons know how they can obtain materials.

   b. Is location convenient for library staff especially when immediate access is needed?

3. Establish paging system for materials.

   a. Do you make daily trips to storage or 'as needed'?

   b. Patrons should be aware of time lag.

XI.

G. Book Drop Locations

1. Place throughout institution or just outside library. Consider convenience to patrons, after hours return, etc.

2. Remember to consider security problems.

   a. Good locks on drop.

   b. Box should be secured in place.

3. Medical library drops should be clearly distinquisable from Patient's Library drop if necessary.

4. Allow for regular pick-ups.

5. Allow extra day on overdue materials if drop location is far from main library and/or there is infrequent pick-up.

H. Shifting

1. What are space and shelving constraints in your library? How much room is allowed for growth of collection?

2. Set up original shelving without using top and bottom shelves, and with blank ranges or shelves periodically spaced. This allows for growth without major shifting.

3. Leave room after each journal title based on amount and size of volumes each year. If journal has been discontinued, condense space.

4. Remember to change labels on stacks if you turn corners or place material in storage.

5. Do major shifting if necessary during slow use hours to avoid inconvenience to patrons.

XI.

J. Trucks and Bookends

1. Factors to consider when purchasing trucks are:

a. Carpeting or tile floor. You will require different size and type of wheel and shaft.

b. Weight and size of books.

i. If for heavy journals, consider small trucks for easier maneuverability and safety.

ii. Use larger trucks if you have many oversize items. Depth of shelves is important. Large journals fall off narrow trucks.

c. Do you have elevators, dumbwaiters, ramps? How wide are aisles and doorways?

d. See Library Technology Reports before purchasing trucks.

2. Bookends.

1. Different type of shelves (wood, metal), will need different type of base on book end (cork, plain, ridged, etc.).

2. Do you need heavy duty or oversized ends for large books or journals?

XI.

K. Shelf Reading

Definition: act of inspecting library materials on the shelf to assure that they are in correct order. Assures that patrons will be able to easily locate items.

1. Set up schedule for reading, methods of reporting sections done, and spot checking procedures. Heavily used sections should be read more frequently.

2. Various methods.

   a. Permanently assigned sections.

      i. All staff members have one portion of the library that they are responsible for.

      ii. They always should read on a regular basis (once a week, once a month).

      iii. Supervisor should point out sections when they are in poor condition.

   b. Assignments as needed. Supervisor assigns sections to different staff members as need arises and time permits.

   c. Continuous reading.

      i. Pages read sections in order from beginning of collection to end.

      ii. Keep running record of last section done, etc.

3. Mutilated materials should be pulled from shelves for repair as reading is done.

XII. OTHER CIRCULATION DEPARTMENT SERVICES

A. Paging: system in library whereas patrons can be notified about incoming calls.

1. Patron can leave library location at desk. When calls come in, desk staff can take message and find patron.

2. Loud speaker, may be disturbing to other patrons.

3. Paging system: patrons charge out paging unit (beeper), and are buzzed as calls come in.

B. Routing Periodicals: sending current journal issues or table of contents to individuals to alert them of latest articles.

1. Convenient to users who are on this service.

2. Inconvenient to other library users. If entire journal is routed, it is not accessible to browsers.

3. If journals are kept for long periods they may be lost.

4. Methods:

a. Attach routing slips and have patrons pass to next person on list. Librarian will have problem locating journal if needed.

b. Journals can be returned to library after each use, and charged to next individual on list.

c. Copies of table of contents can be sent to all who want that journal, then they can request specific articles.

5. Periodically update routing list to eliminate disinterested users or to revise want list.

6. This may be done by serials or reference department rather than circulation.

XII.

C. New Book Shelf

1. Newly cataloged materials should remain on new book shelf for all patrons to have access to. Establish time period, one week, one month, etc.

2. Give patrons opportunity to sign up for materials. Notify them when material is ready to circulate.

D. Reserved Carrels or Rooms

1. Do you charge materials to carrels for long term use?

2. Maintain schedule of reservations and system to label or lock carrels when patron is not using?

3. Maintain schedule of when to clear out materials?

CASE STUDY I. - PROBLEM PATRONS

As the Head of the Circulation Unit, how would you deal with the following situations?

A. An elederly, eccentric, female physician, Dr. Clare, does research in a fairly specific area of neuropathology. In the past she has been a heavy library user, and frequents the library mainly during the evening hours. She has many articles on the subject published each year in prestigious journals. Your staff has recently discovered a rash of neatly mutilated journals (the wet string technique). Upon analysis, it is obvious to you that all the missing articles are on the subject area in which Dr. Clare does her research. Further checking revealed that all the articles cited as references in her papers have been removed from your library. You have even begun to find articles removed from journals and predict that Dr. Clare's next paper will cite the missing pages. You have never actually seen Dr. Clare purposely damage any materials, but obviously you have your suspicions. How would you handle this situation?

B. Dr. Richards is a new, titled professor in the Department of Genetics and thinks he is a big shot. He teaches a short course (one month) on medical genetics to the second year medical students. Dr. Richards has an extensive list of required and recommended readings to be placed on reserve in the library. Each item on the list is specific as to number of copies, and circulation limitations (in house, out of library, yes or no overnight circulation, etc.).

   The library use statistics do not justify the cost of purchasing and processing multiple copies of many of the required materials. Almost all of the recommended readings are never used and would be more beneficial to all library users if they were left on the regular shelves.

   You have tried to discuss the situation with Dr. Richards on many occasions, but he is extremely persistent and has gone to the Director of the Library with his suggestion on running the Reserve Section. How do you deal with this patron? How would you handle the reading list?

C. The chief psychiatry resident, Dr. David, has been a problem patron in the library for a long time. He charges out material and keeps it way beyond the due date. The library goes through the time and expense to send overdue notices, bills, and letters resulting in suspension. Dr. David eventually settles his account by paying for the books which his "sister accidently took to Ohio." Of course, his borrowing privileges are reinstated each time he settles his account. However, it is the librarian's impression that the library is being used as a "bookstore" especially for out of print materials.

   The librarian feels that something should be done to straighten out Dr. David. Be aware, however, that there is very little or no library cooperation from the Head of the Psychiatry Department. What would you do?

CASE STUDY I - PROBLEM PATRONS (cont'd.)

D. Dr. Walters, a very prestigious physician on the Library Committee, has a number of expensive library materials in a variety of fields, which are about 3-4 weeks overdue. The library uses an automatic charge out machine, and the books are very clearly charged to Dr. Walters' library card number. There is no duplication of user numbers what so ever. Dr. Walters swears he never borrowed the materials (they are not in his area of research), he keeps his card in his wallet (not in his desk drawer) and has never lent the card to anyone, even his private secretary. He does not want to pay for the books (approximately $200). The library is on a very tight budget and $200 is a large loss to assume. What would you do?

CASE STUDY II- SPECIAL LOAN CONSIDERATIONS

Dr. Edwards, a Professor of Anatomy, teaches an extensive histology course to the first year medical students. He is trying out a new teaching method in which 1/3 of the class (approximately 35 students) will be self taught strictly through the use of audiovisual materials and reserve readings. The remainder of the class (65 students) will be taught through the conventional methods of lectures and labs with AV and reserve materials available for studying purposes.

The library has 4 copies of the histology slide set which is to be used as the bulk of teaching materials for the self study groups and as back up material for the rest of the class. The material is on reserve and has a restricted 2 hour circulation.based on extremely heavy use in the past.

Dr. Edwards wants the self study student group to have unlimited use of the materials with no circulation limitations, for intensive studying. He has no money to purchase any additional slide sets or equipment. Two of the four available sets were originally purchased by the Anatomy Department as gifts for the library.

Explore the various options you would have in setting up special services for the students. Remember that library AV hardware has to be used with the programs.

CASE STUDY III - SPECIAL LOAN CONSIDERATIONS

The Hospital Chief of Staff, Dr. Thomas, is going on vacation to Cape Cod for two weeks at the end of July. He plans to work on a review article while basking in the sun and playing in the surf of the Atlantic Ocean. He wants to borrow 100 current popular journals which are limited to two-hour circulation, for two weeks. He does not want to photocopy the articles because it would be very expensive.

Do you allow him to borrow the materials or treat him as any other library user and limit him to two-hour use? List factors to be conisered in analyzing the situation.

CASE STUDY IV - PHOTOCOPY OPERATIONS

In this medium size hospital library the current photocopy operation consists of one 10¢ coin operated self serve machine. There is no free or charge copying done. However, current material does circulate for 3 hours or overnight, so patrons can bring material to other machines for copying. The library staff uses a bypass key for library related copying.

The patrons have been complaining about long lines at the machine and the expense of copying. The Library Committee suggests that you consider alternatives to the current operations. Your user population consists of a small number of house staff and a nursing school, as well as regular hospital staff and attending physicians.

How would you evaluate your present systems? What options do you have?

CASE STUDY V - AUTOMATION

You are the Circulation Librarian in a large medical center library. Annual circulation is 90,000 - 100,000/year, of which 30% is short terms loans (≤1day). There are 5000 registered borrowers. The current circulation system is a mechanical Brodart Sysdac.

The administrator responsible for the library just read an article in the newspaper about automated circulation in the local public library. He thinks it's a great and brings the idea to you as if you've never been aware that automated circulation existed. He suggests that you think about the idea and report back to him in regard to the necessity and feasibility of such a system in your library. Maybe he has money to spend!

How would you go about evaluating your current system and the need for automation? Remember this is a preliminary assessment and it is not a system vs system analysis of all available automated programs.

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